



EMPLOYMENT OPPORTUNITY

CITY OF LONG BEACH
DEPARTMENT OF FINANCIAL MANAGEMENT
COMMERCIAL SERVICES BUREAU

CUSTOMER SERVICE REPRESENTATIVE II - NC

THE ORGANIZATION

With a staff of approximately 240 employees, the Department of Financial Management administers the financial affairs of the City and provides related services to citizens, elected officials, and City departments. The Department's Commercial Services Bureau provides a range of customer and financial services to the City and its residents, including billing, collections, payment processing, and customer service. The Bureau provides billing and collection activities for ambulance transports, permits, business licensing, parking citations, marina slip fees, utility services, and various other City services.

THE POSITION

The Commercial Services Bureau is seeking qualified applicants for a Customer Service Representative II, Non-career. This is an at-will, part-time position. Non-career employees are not typically eligible for health/dental/vision benefits; however, they may be eligible for sick leave benefits. Non-career employees are limited to 1,600 work hours per service year and are not guaranteed a minimum number of work hours. The selected candidate may be scheduled to work up to 28 hours per week. This position requires a friendly, energetic, organized, multi-tasking individual with strong attention to detail who responds well in a fast-paced environment.

EXAMPLES OF DUTIES

- Perform general office duties such as data entry, filing, faxing, emailing, and scanning documents;
- Interact directly with the public and City staff by phone, mail, and in-person to obtain billing information, process payments, and resolve problems;
- Locate customer contact information using acceptable skip tracing techniques for billing purposes; and,
- Perform other duties as required.

QUALIFICATIONS

- Six months of recent clerical, data entry and/or customer service experience;
- Experience with Microsoft Word and Excel;
- Ability to perform data entry and mathematical calculations accurately; and,
- Ability to exercise tact, judgment, and patience in assisting the public and City staff.



SALARY

\$15.56 to \$21.24 per hour

APPLICATION PROCESS

This recruitment will close at 4:00 PM on Friday, October 23, 2015.

To be considered, please prepare a letter of interest and resume that detail your qualifications for the duties of this position. Submit these via email in Word and PDF format. Include FM15-044 at the start of your subject line and send to:

Georgette.Wittman@longbeach.gov

Submissions will be reviewed, and the most highly qualified candidates will be invited to participate in further selection procedures. Incomplete applications and those that do not meet clearly the position qualifications will not be considered.

The City of Long Beach is an Equal Opportunity Employer. We value and encourage diversity in our workforce. The City of Long Beach intends to provide reasonable accommodations in accordance with the Americans with Disabilities Act of 1990. If a special accommodation is desired, or if you would like to request this information in an alternative format, please call (562) 570-5486. In support of the City's Language Access Policy, bilingual skills (Spanish, Khmer and/or Tagalog) are desirable for positions interacting with the public.